

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER PR-OMS-21-01160		PAGE OF 1 19	
2. CONTRACT NO. 68HE0H18A0005		3. AWARD EFFECTIVE DATE		4. ORDER NUMBER 68HERC21F0444		5. SOLICITATION NUMBER 68HERC21Q0145	
						6. SOLICITATION ISSUE DATE 09/10/2021	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Kathleen Brady		b. TELEPHONE NUMBER (No collect calls) (513) 569-7180		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY CAD US Environmental Protection Agency 26 West Martin Luther King Drive Mail Code: W136 Cincinnati OH 45268-0001		CODE CAD		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A) NAICS: 541930 SIZE STANDARD: \$7.50			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO OMS/ARM Human Resources - DC US Environmental Protection Agency MC 3600A 1300 Pennsylvania Ave., NW Washington DC 20460		CODE OMS/ARM/OHR DC		16. ADMINISTERED BY CAD US Environmental Protection Agency 26 West Martin Luther King Drive Mail Code: W136 Cincinnati OH 45268-0001		14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
17a. CONTRACTOR/OFFEROR ACCESS INTERPRETING INC. Attn: Brad Leon 1100 H STREET NW, SUITE 440 WASHINGTON DC 200055480 TELEPHONE NO. 5717304330		CODE 809104529 FACILITY CODE		18a. PAYMENT WILL BE MADE BY RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711		CODE RTP	
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	GSA Contract #: GS-10F-0372X DUNS Number: 809104529 Invoice Approver: Sharon Hillard Delivery: 09/30/2022 Period of Performance: 10/01/2021 to 09/30/2022 BPA No: 68HE0H18A0005 New Call Order Call Order for interpreting services to EPA employees agency-wide in accordance with the Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)						
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$1,319,419.34	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				<input type="checkbox"/> 29. AWARD OF CONTRACT: _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR 				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or print) Brad Leon CEO		30c. DATE SIGNED 9/28/2021		31b. NAME OF CONTRACTING OFFICER (Type or print) Kimberly F. Loesch		31c. DATE SIGNED 09/28/2021	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<p>attached PWS.</p> <p>Product/Service Code: R608</p> <p>Accounting Info:</p> <p>21-22-B-YFB-000YF5X52-2505-21YFEAS025-001 BFY: 21</p> <p>EFY: 22 Fund: B Budget Org: YFB Program (PRC):</p> <p>000YF5X52 Budget (BOC): 2505 DCN - Line ID:</p> <p>21YFEAS025-001</p> <p>Funding Flag: Partial</p> <p>Funded: \$178,529.60</p> <p>Accounting Info:</p> <p>21-T-YFB-000YF5X52-2505-21YFEAS025-002 BFY: 21</p> <p>Fund: T Budget Org: YFB Program (PRC): 000YF5X52</p> <p>Budget (BOC): 2505 DCN - Line ID: 21YFEAS025-002</p> <p>Funding Flag: Partial</p> <p>Funded: \$104,794.44</p>				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED.

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL				
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (Print)	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (Location)	
			42c. DATE REC'D (YYMM/DD)	42d. TOTAL CONTAINERS

A - Solicitation/Contract Form	3
B - Supplies or Services/Prices.....	3
C - Description/Specifications.....	4
D - Packaging and Marking.....	4
E - Inspection and Acceptance	4
F - Deliveries or Performance	4
G - Contract Administration Data	4
H - Special Contract Requirements	5
I - Contract Clauses	5
J - List of Documents, Exhibits and Other Attachments	5

A - Solicitation/Contract Form

B - Supplies or Services/Prices

EPA-B-32-103 LIMITATION OF GOVERNMENT'S OBLIGATION

(a) Severable services may be incrementally funded. Non-severable services shall not be incrementally funded. Contract line items **CLIN 0001** is severable and may be incrementally funded. For these items, the sum of **\$283,324.04** of the total price is presently available for payment and allotted to this contract.

(b) For items identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those items for the Government's convenience, approximates the total amount currently allotted for those items to the contract. The Contractor shall not continue work on those items beyond that point. Subject to the clause entitled "Termination for Convenience of the Government," the Government will not be obligated, under any circumstances, to reimburse the Contractor in excess of the amount payable by the Government in the event of the termination of applicable contract line items for convenience including costs, profit, and estimated termination costs for those line items.

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (h) of this clause, the Contractor will notify the Contracting Officer, in writing, at least **5** days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate **85** percent of the total amount currently allotted to the contract for performance of the applicable items. The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of the applicable line items up to the next scheduled date for the allotment of funds identified in paragraph (a) of this clause, or to a substitute date as determined by the Government pursuant to paragraph (d) of this clause. If, after such notification, additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause entitled "Termination for Convenience of the Government."

(d) The parties contemplate that, subject to the availability of appropriations, the Government may allot additional funds for continued performance of the contract line items identified in paragraph (a) of this clause and will determine the estimated period of contract performance which will be covered by the funds. If additional funds are allotted, the Contracting Officer will notify the Contractor in writing. The Contractor shall not resume performance of the contract line items identified in paragraph (a) until the written notice is received. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and to the new estimated period of contract performance. The contract will be modified accordingly.

(e) The Government may, at any time prior to termination, allot additional funds for the performance of the contract line items identified in paragraph (a) of this clause.

(f) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default". The provisions of this clause are limited to the work and allotment of funds for the

contract line items set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded.

(g) Nothing in this clause affects the right of the Government to otherwise terminate this contract pursuant to the contract clause entitled "Termination for Convenience of the Government".

(h) The parties contemplate that the Government may obligate funds to this contract in accordance with the following schedule:

RECAPITULATION OF FUNDING TO DATE BY CALL ORDER PERIOD			
	Line Item 0001		
Modification		Funding	
Initial Award		\$ 283,324.04	
Total Funded		\$ 283,324.04	
Total Price		\$ 1,319,419.34	
Total Balance to Be Funded		\$ 1,036,095.30	
Total Ceiling Amount		\$ 1,319,419.34	
Total Funded Amount		\$ 283,324.04	

C - Description/Specifications

D - Packaging and Marking

E - Inspection and Acceptance

F - Deliveries or Performance

G - Contract Administration Data

EPA-G-42-101 CONTRACT ADMINISTRATION REPRESENTATIVES

Contract-Level Contracting Officers Representatives (CORs)/Project Officers for this contract are as follows:

Sharon Hilliard US EPA Phone: 202-564-0969 Email: hilliard.sharon@epa.gov

□

Contracting Officials responsible for administering this contract are as follows:

Kimberly Loesch US EPA 26 W Martin Luther King Dr Cincinnati, OH 45268 Phone: 513-487-2058
Email: loesch.kimberly@epa.gov

Kathleen Brady US EPA 26 W Martin Luther King Dr Cincinnati, OH 45268 Phone: 513-569-7180 Email: brady.kathleen.v@epa.gov

H - Special Contract Requirements

I - Contract Clauses

J - List of Documents, Exhibits and Other Attachments

Attachment Number	Title	Date
1	Final PWS Updated from Proposal Revision-kl	09/27/2021
2	004 SLIC QASP FY22 EAS Final	09/23/2021
3	Cost Proposal	09/21/2021

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER PR-OMS-21-01160		PAGE OF 1 19			
2. CONTRACT NO. 68HE0H18A0005			3. AWARD/ EFFECTIVE DATE		4. ORDER NUMBER 68HERC21F0444		5. SOLICITATION NUMBER 68HERC21Q0145		
							6. SOLICITATION ISSUE DATE 09/10/2021		
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Kathleen Brady				b. TELEPHONE NUMBER (513) 569-7180		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY CAD US Environmental Protection Agency 26 West Martin Luther King Drive Mail Code: W136 Cincinnati OH 45268-0001			CODE CAD		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input type="checkbox"/> 8(A) NAICS: 541930 SIZE STANDARD: \$7.50				
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS			13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING		
							14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		
15. DELIVER TO OMS/ARM Human Resources - DC US Environmental Protection Agency MC 3600A 1300 Pennsylvania Ave., NW Washington DC 20460			CODE OMS/ARM/OHR DC		16. ADMINISTERED BY CAD US Environmental Protection Agency 26 West Martin Luther King Drive Mail Code: W136 Cincinnati OH 45268-0001				
17a. CONTRACTOR/ OFFEROR		CODE 809104529		FACILITY CODE		18a. PAYMENT WILL BE MADE BY RTP			
ACCESS INTERPRETING INC. Attn: Brad Leon 1100 H STREET NW, SUITE 440 WASHINGTON DC 200055480 TELEPHONE NO. 5717304330					RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711				
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER					<input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM				
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES				21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT	
0001	GSA Contract #: GS-10F-0372X DUNS Number: 809104529 Invoice Approver: Sharon Hillard Delivery: 09/30/2022 Period of Performance: 10/01/2021 to 09/30/2022 BPA No: 68HE0H18A0005 New Call Order Call Order for interpreting services to EPA employees agency-wide in accordance with the Continued ... <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>								
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$1,319,419.34			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.					<input type="checkbox"/> 29. AWARD OF CONTRACT: _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:				
30a. SIGNATURE OF OFFEROR/CONTRACTOR					31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) Kimberly F. Loesch ELECTRONIC SIGNATURE				
30b. NAME AND TITLE OF SIGNER (Type or print)			30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED		
					Kimberly F. Loesch		09/28/2021		

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	<p>attached PWS.</p> <p>Product/Service Code: R608</p> <p>Accounting Info:</p> <p>21-22-B-YFB-000YF5X52-2505-21YFEAS025-001 BFY: 21 EFY: 22 Fund: B Budget Org: YFB Program (PRC): 000YF5X52 Budget (BOC): 2505 DCN - Line ID: 21YFEAS025-001</p> <p>Funding Flag: Complete</p> <p>Funded: \$178,529.60</p> <p>Accounting Info:</p> <p>21-T-YFB-000YF5X52-2505-21YFEAS025-002 BFY: 21 Fund: T Budget Org: YFB Program (PRC): 000YF5X52 Budget (BOC): 2505 DCN - Line ID: 21YFEAS025-002</p> <p>Funding Flag: Complete</p> <p>Funded: \$104,794.44</p>				

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE	
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY		
41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (<i>Print</i>)	
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (<i>Location</i>)	
			42c. DATE REC'D (YY/MM/DD)	42d. TOTAL CONTAINERS

A - Solicitation/Contract Form.....	3
B - Supplies or Services/Prices.....	3
C - Description/Specifications.....	4
D - Packaging and Marking.....	4
E - Inspection and Acceptance	4
F - Deliveries or Performance	4
G - Contract Administration Data	4
H - Special Contract Requirements	5
I - Contract Clauses	5
J - List of Documents, Exhibits and Other Attachments	5

A - Solicitation/Contract Form

B - Supplies or Services/Prices

EPA-B-32-103 LIMITATION OF GOVERNMENT'S OBLIGATION

(a) Severable services may be incrementally funded. Non-severable services shall not be incrementally funded. Contract line items **CLIN 0001** is severable and may be incrementally funded. For these items, the sum of **\$283,324.04** of the total price is presently available for payment and allotted to this contract.

(b) For items identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those items for the Government's convenience, approximates the total amount currently allotted for those items to the contract. The Contractor shall not continue work on those items beyond that point. Subject to the clause entitled "Termination for Convenience of the Government," the Government will not be obligated, under any circumstances, to reimburse the Contractor in excess of the amount payable by the Government in the event of the termination of applicable contract line items for convenience including costs, profit, and estimated termination costs for those line items.

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (h) of this clause, the Contractor will notify the Contracting Officer, in writing, at least **5** days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate **85** percent of the total amount currently allotted to the contract for performance of the applicable items. The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of the applicable line items up to the next scheduled date for the allotment of funds identified in paragraph (a) of this clause, or to a substitute date as determined by the Government pursuant to paragraph (d) of this clause. If, after such notification, additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause entitled "Termination for Convenience of the Government."

(d) The parties contemplate that, subject to the availability of appropriations, the Government may allot additional funds for continued performance of the contract line items identified in paragraph (a) of this clause and will determine the estimated period of contract performance which will be covered by the funds. If additional funds are allotted, the Contracting Officer will notify the Contractor in writing. The Contractor shall not resume performance of the contract line items identified in paragraph (a) until the written notice is received. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and to the new estimated period of contract performance. The contract will be modified accordingly.

(e) The Government may, at any time prior to termination, allot additional funds for the performance of the contract line items identified in paragraph (a) of this clause.

(f) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default". The provisions of this clause are limited to the work and allotment of funds for the

contract line items set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded.

(g) Nothing in this clause affects the right of the Government to otherwise terminate this contract pursuant to the contract clause entitled "Termination for Convenience of the Government".

(h) The parties contemplate that the Government may obligate funds to this contract in accordance with the following schedule:

RECAPITULATION OF FUNDING TO DATE BY CALL ORDER PERIOD	
	Line Item 0001
Modification	Funding
Initial Award	\$ 283,324.04
Total Funded	\$ 283,324.04
Total Price	\$ 1,319,419.34
Total Balance to Be Funded	\$ 1,036,095.30
Total Ceiling Amount	\$ 1,319,419.34
Total Funded Amount	\$ 283,324.04

C - Description/Specifications

D - Packaging and Marking

E - Inspection and Acceptance

F - Deliveries or Performance

G - Contract Administration Data

EPA-G-42-101 CONTRACT ADMINISTRATION REPRESENTATIVES

Contract-Level Contracting Officers Representatives (CORs)/Project Officers for this contract are as follows:

Sharon Hilliard US EPA Phone: 202-564-0969 Email: hilliard.sharon@epa.gov

□

Contracting Officials responsible for administering this contract are as follows:

Kimberly Loesch US EPA 26 W Martin Luther King Dr Cincinnati, OH 45268 Phone: 513-487-2058
Email: loesch.kimberly@epa.gov

Kathleen Brady US EPA 26 W Martin Luther King Dr Cincinnati, OH 45268 Phone: 513-569-7180 Email: brady.kathleen.v@epa.gov

H - Special Contract Requirements

I - Contract Clauses

J - List of Documents, Exhibits and Other Attachments

Attachment Number	Title	Date
1	Final PWS Updated from Proposal Revision-kl	09/27/2021
2	004 SLIC_QASP FY22 EAS Final	09/23/2021
3	Cost Proposal	09/21/2021

PERFORMANCE WORK STATEMENT
EPA Sign Language Interpreting Services
10/01/2021 – 09/30/2022 or until BPA Ceiling is reached

(a) BPA NUMBER **68HE0H18A0005**

(b) NAME OF CONTRACTOR **ACCESS INTERPRETING, INC.**

(c) EXPIRATION DATE OF BPA **09/30/2023**

(d) TYPE OF SERVICES/SUPPLIES - Sign language interpreters will provide interpreting services to EPA employees agency-wide, as well as the general public. Services include basic sign language, scientific sign language, oral, tactile, close-vision, certified deaf interpreting, cued speech in person or via a video conference platform.

(e) CALL NUMBER AND DATE OF CALL -

(f) NAME OF INDIVIDUAL PLACING CALL –

(g) DESCRIPTION OF SERVICE/SUPPLIES ORDERED - The Call Order provides EPA Deaf and Hard of Hearing employees agency-wide sign language interpreting services.

Basic and Scientific Interpreting Services

Cover experienced sign language interpreting services providers that will serve Deaf and Hard of Hearing (D/HH) employees and the general public. Services include basic sign language and scientific sign language interpreting. The service providers will primarily deliver service during the business day and hours Monday-Friday 6:30 AM – 6:30 PM (local time). The hours would be approximately 9,724 for basic interpreting services and 3,059.24 for scientific interpreting services .

- All interpreters shall meet the following requirements:
Meet all the certification requirements recognized by the National Registry of Interpreters for the Deaf (RID) and the National Association for the Deaf (NAD) for levels 4 or 5 only. Reference: <http://www.rid.org/rid-certification-overview>; any other certification required to perform other language specialties, i.e., TECUnit (www.tecunit.org).
- Fluent in sign language on the entire sign language continuum to effectively facilitate communication between D/HH employees and hearing employees;
- Able to perform a least one of the following and meet the corresponding national certification for each specialization, if any: (1) interpret voice to sign, (2) interpret sign to voice, (3) oral transliteration, (4) tactile, (5) close-vision, and (6) cued speech; and certified deaf interpreting
- Able to accurately interpret in a wide variety of employment settings, including (but not limited to) those that require specialized, technical, legal, scientific, medical, library, and information technology vocabulary, job interviews, performance evaluation discussions, staff and technical meetings, panel reviews, formal scientific conferences, and ceremonies. The interpreting assignments cover a broad range of technical subjects, including but not limited to environmentally-related scientific material, information

- technology, and general professional workplace discussions.
- Familiarity with government vernaculars.
- Able to keep pace with multiple communications in conferences, meetings, seminars, and training classes.
- Able to negotiate with speakers to mediate pace of communication as necessary and appropriate, or voice interpret when a D/HH person(s) speech is not easily understood;
- Able to extrapolate, emphasize, and summarize information within context when dealing with complicated concepts and idioms.
- Working knowledge of and adhere to the tenets of the RID and NAD Code of Professional Conduct¹, which includes:
 - Standards of confidential communication;
 - Skills and knowledge required for the specific interpreting situation;
 - Show respect for consumers, colleagues, interns, and students of the profession;
 - Maintain ethical business practices and pursue continuing education and professional development.
- Knowledge of the diverse cultures within the EPA D/HH community to effectively work as an interpreter; able to prepare for each interpreting assignment, including the knowledge needed to assist in setting up an environment that is conducive to meeting the communication needs of both the hearing and deaf consumer; knowledge of commonly used EPA terminology and acronyms;
- Able to effectively assess the language needs of the deaf consumer; in certain circumstances, color-appropriate attire may be necessary.
- Able to apply the analytical skills necessary to determine which communication modes the Deaf consumer is utilizing.
- Accountable to the Contractor, who, in turn, shall be responsible to the Government, which has the authority to make additional requirements.
-

CART Reporting Remote and On-site Services

Cover experienced Computer Access Real-time Translation (CART) service providers to serve the D/HH employees and the general public. CART writers will primarily provide service remote and onsite services on an as-needed basis. The hours would be approximately 2039 and are estimated at 409.70 in person and 1,630.20 hrs remote.

The vendor shall provide a link to a streaming site for real-time captioning. The proposal should include the capability for real-time captioning that does not create a permanent record when required. The application must have a chat feature included, which allows the client to communicate with the captioner in real-time. CART writers must provide CART services in the EPA's enterprise video conference platforms such as MS Teams, MS Live Event, Zoom for Government.

All qualified CART reporters (for On-Site and Remote) must meet the following requirements:

- Demonstrate knowledge, skills, and abilities in the Core Competency areas defined by the National Court Reporters Foundation.

- Certified CART Provider (CCP);
- Able to provide small venue CART services to be used by D/HH staff, patients, and visitors; report various medical, scientific, and technical terms proficiently;
- Furnish all D/ HH consumers with a draft digital version of the CART transcription upon completing the assignment if requested.
- Provide real-time translation and an unedited version of the transcript to the consumer upon request.

Additional Sign Language Interpreting Services - Services cover experienced sign language interpreting services and Video Remote Interpreting (VRI) providers that will serve approximately 20 D/HH employees, as well as the general public. Services include basic sign language and scientific sign language interpreting: On-call after-hours weekdays, weekends, holidays, and Government closure on an as-needed basis. The approximate hours will be 150.

a. Video Remote Interpreting (VRI)

The Contractor shall have the ability to provide scheduled and on-demand VRI in person; face-to-face interpreters are not possible (typically for a last-minute meeting or a meeting that will only last for 15-20 minutes). The Contractor shall have a VRI system to provide optimized video quality on their end with software compatible with Federal Government Information Security requirements. The same standards and requirements for physical sign language interpreting services shall apply to VRI services.

When the sign language interpreter cannot arrive on time, the Contractor must make VRI available at no additional cost. Providing VRI will not be considered a replacement for physical interpreters and will not count toward the success rate, as discussed in Attachment 1, Quality Assurance Surveillance Plan.

When the Government is closed due to inclement weather or the employee must use unscheduled telework, the Contractor shall provide VRI services at no additional costs for scheduled meetings.

b. VRI Interpreters (shall meet the consistent requirements as "live" interpreters):

- Meet all the certification requirements recognized by the National Registry of Interpreters for the Deaf (RID) and the National Association for the Deaf (NAD) for levels 4 or 5 only. Reference: <http://www.rid.org/rid-certification-overview>; any other certification required to perform other language specialties, i.e., TECUnit (www.tecunit.org).
- Fluent in sign language on the entire sign language continuum to effectively facilitate communication between D/HH employees and hearing employees;
- Able to perform a least one of the following and meet the corresponding national certification for each specialization, if any: (1) interpret voice to sign, (2) interpret sign to voice, (3) oral transliteration, (4) tactile, (5) close-vision, and (6) cued speech; and certified deaf interpreting
- Able to accurately interpret in a wide variety of employment settings, including (but not limited to) those that require specialized, technical, legal, scientific, medical, library, and

information technology vocabulary, job interviews, performance evaluation discussions, staff and technical meetings, panel reviews, formal scientific conferences, and ceremonies. The interpreting assignments cover a broad range of technical subjects, including but not limited to environmentally-related scientific material, information technology, and general professional workplace discussions.

- Familiarity with government vernaculars.
- Maintain pace with multiple communications in conferences, meetings, seminars, and training classes.
- Negotiate with speakers to mediate pace of communication as necessary and appropriate, or voice interpret when a D/HH person(s) speech is not easily understood;
- Able to extrapolate, emphasize, and summarize information within context when dealing with complicated concepts and idioms.
- Working knowledge of and adhere to the tenets of the RID and NAD Code of Professional Conduct², which includes:
 - Standards of confidential communication;
 - Skills and knowledge required for the specific interpreting situation;
 - Show respect for consumers, colleagues, interns, and students of the profession;
 - Maintain ethical business practices and pursue continuing education and professional development.
- Knowledge of the diverse cultures within the EPA D/HH community to effectively work as an interpreter; able to prepare for each interpreting assignment, including the knowledge needed to assist in setting up an environment that is conducive to meeting the communication needs of both the hearing and deaf consumer; knowledge of commonly used EPA terminology and acronyms;
- Able to effectively assess the language needs of the deaf consumer; in certain circumstances, color-appropriate attire may be necessary.
- Apply the analytical skills necessary to determine which communication modes the Deaf consumer is utilizing.
- Accountable to the Contractor, who, in turn, shall be responsible to the Government, which has the authority to make additional requirements.

(h) PERFORMANCE REQUIREMENTS

- Periodically, the Contractor a request will submit to provide interpreters in situations with less than one business day's notification. The Contractor shall provide an interpreter at the scheduled time and location of the assignment in urgent situations.
- The interpreter shall arrive at scheduled assignments at least 15 minutes before the start of the assignment, concurrent with general interpreting standards. If the Contractor fails to arrive ready to work by the beginning of the scheduled meeting time, the Government may deduct a half-hour of the hourly rate from the total price of the scheduled meeting.

(i) PERFORMANCE STANDARDS

The EPA COR will conduct surveys of EPA employees who have received services using

the Customer Satisfaction Feedback Form and solicit feedback on an ongoing basis.

(j) QUALITY ASSURANCE SURVEILLANCE PLAN

The Contractor shall continually monitor the quality of interpreting services, including internal monitoring, identifying problems and deficiencies, and effectively alleviating them or reporting them to the PM/COR when appropriate to ensure seamless delivery of services daily. The Contractor shall propose to meet these stated quality standards and shall articulate how it will achieve and monitor reach, and present additional quality standards for the COR to consider.

(k) EDD - Estimated Delivery Date 10/01/2021 – 09/30/2022 or until until BPA Ceiling is reached.

(l) PREPARED BY – Sharon Hilliard

(m) PHONE NUMBER – 202-564-0969

(n) Email: Hilliard.Sharon@epa.gov

Quality Assurance Surveillance Plan (QASP)
October 1, 2021- September 30, 2022
For Sign Language Interpreting and CART Services
Contract Number: BPA NUMBER 68HE0H18A0005
Contract Description: Sign Language Interpreting and CART
Services
Contractor's Name: Access Interpreting, Inc.

1. Purpose

This Quality Assurance Surveillance Plan is a government-developed document used to determine if the contractor's performance meets the performance standards contained in the contract. The QASP establishes procedures on how this assessment/inspection process will be conducted. It provides the detailed process for a continuous oversight process:

- What will be monitored?
- How monitoring will take place?
- Who will conduct the monitoring?
- How monitoring efforts and results will be documented?

The contractor is responsible for implementing and delivering performance that meets contract standards using its Quality Control Plan. The QASP provides the structure for the government's surveillance of the contractor's performance and their Quality Assurance/Quality Control (QA/QC) actions to assure they meet contract standards. It is the government's responsibility to be objective, fair, and consistent in evaluating contractor performance.

The QASP is not part of the contract nor is it intended to duplicate the contractor's quality control plan. This QASP is a living document. Flexibility in the QASP is required to allow for an increase or decrease in the level of surveillance necessary based on contractor performance.

The government may provide a copy of the QASP to the contractor to facilitate open communication. In addition, the QASP should recognize that unforeseen or uncontrollable circumstances might occur that are outside the control of the contractor.

Bottom line, the QASP should ensure early identification and resolution of performance issues to minimize impact on mission performance.

2. Authority

Authority for issuance of this QASP is provided under Part 46 of the Federal Acquisition Regulation, Inspection of Services clauses, which provides for inspection, acceptance and documentation of the service called for in the contract or order. This acceptance is to be executed by the contracting officer or a duly authorized representative.

3. Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities.

Program/Project Manager (PM) – The PM provides primary program oversight, nominates the COR, ensures the COR is trained before performing any COR duties and supports the COR's performance assessment activities. While the PM may serve as a direct conduit to provide Government guidance and feedback to the Contractor on technical matters, they are not empowered to make any contractual commitments or any contract changes on the government's behalf.

Assigned PM: Sharon Hilliard

Organization or Agency: Office of Mission Support/OHR/Diversity and Outreach
Branch Diversity, Outreach and Employee Services Division

Telephone: 202-564-0969

Email: hilliard.sharon@epa.gov

Contracting Officer (KO) – The KO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The KO shall also ensure that the contractor receives impartial, fair, and equitable treatment under this contract. Determine the final assessment of the contractor's performance.

Assigned KO: Kimberly Loesch

Organization or Agency: Office of Mission Support/OAS/Cincinnati Acquisition
Division (CAD)

Telephone: 513-487-2058

Email: loesch.kimberly@epa.gov

Contracting Officer's Representative (COR) The COR is responsible for providing continuous technical oversight of the contractor's performance. The COR uses the QASP to conduct the oversight/surveillance process. The COR shall keep a Quality Assurance file that accurately documents the contractor's actual performance. The purpose is to ensure that the contractor meets the performance standards contained in the contract. The COR is responsible for

reporting early identification of performance problems to the KO. The COR is required to provide an annual performance assessment to the KO which will be used in documenting past performance. The QASP is the primary tool for surveillance of the contractor's quality program and help the COR to document contractor performance. The COR is not empowered to make any contractual commitments or to authorize any contractual change on the Government's behalf.

Other Key Government Personnel (enter name or delete this line if not applicable) This may include performance monitors, inspectors, technical experts, or others who provide information that helps the COR monitor contractor performance.

Contractor Representatives

The following employees of the contractor serve as the contractor's Program Manager and Task Manager for this contract. (Complete this section after the contract award)

Contractor Program Manager - (b)(4)
Telephone: (b)(4) (vp)
(b)(4) (v)
Email: (b)(4)@ainterpreting.com

Contractor Task Manager - (b)(4)
Telephone: (b)(4) (w)
Email: (b)(4)@ainterpreting.com

Other Key Contractor Personnel – Brad Leon
Title: Chief Executive Officer
Telephone: (b)(4) (v)
Email: (b)(4)@ainterpreting.com

4. Performance Requirements and Method of Surveillance

4.1. Contract Surveillance

The goal of the QASP is to ensure that contractor performance is effectively monitored and documented. The COR's contribution is their professional, non-adversarial relationships with the KO, PM, and the contractor, which enables positive, open, and timely communications. The foundation of this relationship is built upon objective, fair, and consistent COR evaluations of contractor performance against contract requirements. The COR uses the methods contained in this QASP to ensure the contractor follows contract requirements. The COR function is responsible for a wide range of surveillance requirements that effectively measure and evaluate the contractor's performance. Additionally, this QASP is based on the premise that the contractor, not the government, is responsible for management and QC/QA actions to successfully meet the terms of the contract.

4.2. Surveillance Matrix

The Surveillance Matrix (see sample at Attachment 1) is the list of performance objectives and standards that must be performed by the contractor. This matrix details the method of surveillance and frequency the COR will use to validate and inspect these performance elements. Inspection of each element will be documented in the COR file.

DFARS 222.17 mandates including surveillance for ensuring compliance with Combatting Trafficking in Persons (CTIP) in the QASP. Use the CTIP sample checklist from PGI 222.17. See the [DoD CTIP website](#).

Performance objectives define the desired outcomes. Performance Standards define the level of service required under the contract to successfully meet the performance objective. The inspection methodology defines how, when, and what will be assessed in measuring performance. The Government performs surveillance, using this QASP, to determine the quality of the contractor's performance as it relates to the performance element standards. The Performance Requirement Summary (PRS) should be used to form the foundation of the COR's inspection checklist.

4.3. Performance Rating Definitions

The performance ratings below reflect definitions at FAR 42.1503 Table 42-1. The COR will use these rating to evaluate the quality of contractor's

performance. *[If your organization requires that you use a different rating mechanism, insert it here.]*

Performance Rating	Definition
Exceptional	Performance meets contractual requirements and exceeds many to the government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

Note 1: Plus, or minus signs may be used to indicate an improving (+) or worsening (-) trend insufficient to change the evaluation status.

Note 2: N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation.

5. Performance Reporting

5.1. Corrective Action Report (CAR)

Describes how discrepancies are reported and resolved (see sample CAR below).

5.2. Customer Complaint Form

Customer Satisfaction Interpreter Feedback Form

Complete the following Interpreter Satisfaction Customer Feedback Form. It will be used to improve the quality of future interpreting services. **Please complete only the questions that apply to your experience.**

Identifying Information:

Name of the interpreter: [Click here to enter text.](#) Date of the assignment: [Click here to enter a date.](#)

Behaviors and Attitudes

The Interpreter . . .	Yes	No
Arrived on time	<input type="checkbox"/>	<input type="checkbox"/>
Was directed appropriately	<input type="checkbox"/>	<input type="checkbox"/>
Took an appropriate amount of time to gather information about the job	<input type="checkbox"/>	<input type="checkbox"/>
Seemed to work well with the other interpreter(s) (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
Acted in a professional manner	<input type="checkbox"/>	<input type="checkbox"/>
Left the assignment at the appointed time	<input type="checkbox"/>	<input type="checkbox"/>
Seemed motivated to do a good job	<input type="checkbox"/>	<input type="checkbox"/>
Responded appropriately to unexpected events or changes on the job	<input type="checkbox"/>	<input type="checkbox"/>

Interpreting Skills - Signing

The Interpreter . . .	Yes	No
Signed fluently	<input type="checkbox"/>	<input type="checkbox"/>
Signed at the right pace, not too fast or not too slow	<input type="checkbox"/>	<input type="checkbox"/>
Seemed to sign all of the information	<input type="checkbox"/>	<input type="checkbox"/>
Indicated who was talking in a group discussion	<input type="checkbox"/>	<input type="checkbox"/>
Showed the emotions of the speaker through expressions and sign choice	<input type="checkbox"/>	<input type="checkbox"/>
Seemed to understand the spoken information	<input type="checkbox"/>	<input type="checkbox"/>
Politely asked for clarification when necessary	<input type="checkbox"/>	<input type="checkbox"/>

Interpreting Skills - Voicing

The Interpreter . . .	Yes	No
Seemed to understand the signed information	<input type="checkbox"/>	<input type="checkbox"/>
Seemed to voice all of the information	<input type="checkbox"/>	<input type="checkbox"/>
Conveyed the emotions of the signer through vocal inflections	<input type="checkbox"/>	<input type="checkbox"/>
Asked politely for clarification when necessary	<input type="checkbox"/>	<input type="checkbox"/>
Seemed familiar with the topic and used appropriate vocabulary	<input type="checkbox"/>	<input type="checkbox"/>
Seemed able to understand the finger-spelling of the deaf participants	<input type="checkbox"/>	<input type="checkbox"/>

Interpreter Satisfaction Level

The Interpreter . . .	Yes	No
Provided an overall satisfactory service	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

If you answered "No" to any questions, please describe your experience. Please also note if you would like to add the provided interpreter as a Preferred Provider (e.g., you would like to use the interpreter whenever scheduling permits) or to your Do Not Send (DNS) list (e.g., you do not want to work with the interpreter again). When adding an interpreter to your DNS, please attach a brief explanation of the deficiencies identified that impact the interpreter's ability to effectively support your communication needs.

5.3. Provide annual Performance Report in Contractor Performance Assessment Reporting System (CPARS)

An official website of the United States Government

CPARS

Sign In

Welcome

This is the official U.S. government website for people who make, receive, and manage federal awards.

What is included here?

- Performance evaluations contain both government and contractor comments to provide a balanced view of performance, allowing source selection officials to look beyond contractor references.
- Integrity records contain: federal contractor criminal, civil, and administrative proceedings in connection with federal awards; suspensions and debarments; administrative agreements issued in lieu of suspension or debarment; non-responsibility determinations; terminations for cause or default; defective pricing determinations; termination for material failure to comply; subcontractor payment issues; information on trafficking in persons; and recipient not qualified determinations.



Appendix 1 - Surveillance Matrix

Statements	Standards/AQLs	Inspections	Ratings
<p>Scheduling System</p> <p>The Contractor shall:</p> <ul style="list-style-type: none"> a. Setup and training new users on the vendor's scheduling system <p>Requests</p> <ul style="list-style-type: none"> b. Place email requests in the scheduling system c. Secure interpreters no later than a day before the scheduled event d. Coordinate tasks to prep and test for EPA agency-wide EPA Multi-media Director <p><u>Deliverables:</u> Scheduling system reports</p>	<ul style="list-style-type: none"> a. Setup ids and training to employees a day once notified of the employee. b. Initiate email requests in systems in an hour of receipt c. 99% of the time 	<p>What: Customers Service and Contractors meeting CBI security requirements</p> <p>How: 100% continuous observation Customer feedback, scheduling system, email verification, CBI coordinators</p> <p>Who: Users, event planners, and COR</p>	

<p>The Contractor shall</p> <p>a. report issues expecting to negatively impact the employees.</p> <p>b. address issues sent from the COR</p> <p>c. recommends a solution for a reoccurring problem</p> <p><u>Deliverable</u> Emails, product solutions</p>	<p>a) Send monthly invoices to EPA for review timely</p> <p>b) Respond to interpreters not meeting requirements</p> <p>c) Share innovative ideas and articles to keep employees and COR informed</p>	<p>What: Customer Engagement</p> <p>How: Emails, Phone calls, Customer Feedback Inspection</p> <p>On-site periodic inspections</p> <p>Who: Deaf and Hard of Hearing employees and their manager, Reasonable Accommodation team, and CORs</p>	
<p>The Contractor shall provide accurate invoices</p> <p>The Contractor shall join Quarterly meetings with COR, managers, and Deaf and Hard of Hearing employees</p> <p><u>Deliverables:</u> Monthly invoices Attend quarterly meetings and provide updates and recommendations for issues.</p>	<p>a) Respond to resolve billing issues</p> <p>b) AQL: 99%</p>	<p>What: Billing, Customers Engagement</p> <p>Availability Records</p> <p>How: invoices, feedback</p> <p>Frequency: monthly</p> <p>Who: BPA COR, Regional CORs, employees</p>	

<p>The Contractor shall serve as vendor Document Control Officer and maintain records and manage CBI activities to ensure the contractors recertified FIFRA & TSCA CBI through training and EPA mandatory training.</p> <p><u>Deliverables:</u> Maintain list of TSCA & FIFRA CBI certified contractors Provide instructions to contractors</p>			
---	--	--	--

Inspection Methodologies: Continuous observations and communications

Inspection of Reports. All reports, customer feedback, and other communication shall be reviewed upon receipt.